

BOMI[®]

INTERNATIONAL

Building Know-How.

Welcome Packet

Revised January 2023

BOMI **RPA**[®]

Designation Program



Independent Institute for Property
and Facility Management Education



Dear Real Property Administrator (RPA®) Designation Enrollee:

Welcome to BOMI International, the Independent Institute for Property and Facility Management Education, and the RPA Designation Program. Your decision to enroll in the RPA Designation Program is a positive step toward increasing your skills and knowledge, gaining recognition in the industry, and enhancing your career.

This packet contains important RPA Designation information for your review, including links to our website, where further detail is provided. Please refer to the content listing to the right for easy navigation.

If you have questions regarding your RPA Designation, please contact our Education Coordinator Team, and they will be glad to assist you. Our Education Coordinators may be reached at 1.800.235.BOMI (2664), or at service@bomi.org, Monday–Friday between 9:00 am and 5:00 pm ET.

We commend you for your commitment to enhancing your education and wish you great success in both your RPA Designation Program, as well as your professional endeavors.

Sincerely,

BOMI International

Independent Institute for Property and Facility Management Education

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To earn the Real Property Administrator (RPA) Designation, students must successfully complete a total of eight time-tested courses and meet an experience requirement.

Once the designation is earned, RPA graduates must maintain active status of their designation by participating in Continuing Professional Development.



EARN/MAINTAIN YOUR DESIGNATION

To earn/maintain the RPA Designation, you must meet the requirements below.

Course Requirements

Courses may be taken in the order and via the course delivery option you prefer.

- **Complete 7 Required Courses:**

- Budgeting and Accounting
- Environmental Health and Safety Issues
- Ethics Is Good Business® ShortCourse™
- Law and Risk Management
- Real Estate Investment and Finance
- The Design, Operation, and Maintenance of Building Systems, Part I
- The Design, Operation, and Maintenance of Building Systems, Part II

- **Choose/Complete 1 Elective Course:**

- Asset Management
- Leasing and Marketing for Property Managers
- Managing the Organization

Experience Requirement

To earn your RPA Designation, you must have at least three years of verifiable experience for a portfolio or building 50,000 square feet or larger. Please refer to the required Experience Requirement Forms on our website.

CPD Requirement

After you have earned your RPA, you must maintain active status of the designation by earning 18 points of Continuing Professional Development (CPD) credit every three years.

TRANSFER AND COMPETENCY CREDITS

We know that what you have learned on the job or at other educational institutions is valuable; therefore, we offer the following options for obtaining credit for that experience.

- **Transfer Credits**

Credit for certain courses may be transferred between our RPA, FMA, and SMA Designation Programs.

Note there is no fee to transfer credits; however, there is an Enrollment Fee for the program to which you are transferring credits (if you are not currently enrolled in that specific program).

- **Professional Credits**

The US Green Building Council (USGBC) has approved several BOMI International courses for GBCI CE Hours towards the LEED Credential Maintenance Program (CMP).

Visit www.bomi.org to review course descriptions, which provide additional information about USGBC approval.

- **Administrative Competency**

An application process by which a student is given credit for specific courses from accredited colleges and universities, or from specific professional credentials, including the CCIM, CPM, CSM, PE, SIOR, and more.

Unless otherwise noted, students may receive competency credit for a maximum of three courses in the RPA Designation Program.

The information on the right gives you an idea of what to expect, or what you should keep in mind, when registering for your Real Property Administrator (RPA) Designation courses.

COURSE DELIVERY OPTIONS

We provide several course delivery options, giving you the option to study in a way that fits your learning needs.

- **Accelerated Review Classroom ***

LENGTH: 3-4 CONSECUTIVE DAYS PER COURSE

Face-to-face interaction with expert instructors.

Learn in a fast-paced classroom setting.

Network with local industry professionals.

Courses may be offered virtually through the Live Virtual Learning method.

- **Semester-Length Classroom ***

LENGTH: VARIES DEPENDING ON COURSE

Face-to-face interaction with expert instructors.

Learn in a traditional classroom setting.

Extensive material review, increases retention rates.

Courses may be offered virtually through the Live Virtual Learning method.

- **Corporate Onsite Instruction**

LENGTH: VARIES DEPENDING ON COURSE/CLIENT

Instructed by qualified industry experts.

Education held at your own facility.

Save on training time and costs.

- **Online Self-Paced**

LENGTH: SELF-PACED OVER 6-MONTH PERIOD

Available for all BOMI International courses.

Study independently and at your own pace .

Fits into any lifestyle.

- **Collaborative Virtual Learning**

LENGTH: 2 DAYS PER WEEK OVER 4 WEEKS

Learn conveniently when/where you want.

Led by qualified industry experts.

Network/share knowledge with peers.

Apply course concepts to real-world situations.

DIGITAL & PRINT COURSEBOOKS

All courses include access to a digital coursebook. If you are new to BOMI's learning portal, you will receive your login credentials within two business days of registration for your digital course and coursebook. If you have taken a course in the learning portal previously, your login credentials remain the same.

Print coursebooks are available for an additional fee and will arrive 7-10 days after processing.

It is important to note that advance preparation is required for Accelerated Review courses; therefore, you must register 10 business days prior to the course start date to ensure you receive your coursebook and have sufficient time to prepare.

EXAMS

To obtain a BOMI International designation, students are required to successfully complete an exam at the end of each program course.

More information on exams may be found in the *Exams* section of this packet.

LOG-IN INFORMATION

Within two business days of registering for an OSP or CLV course, you will receive an email confirmation of your registration, including information on how to access the online course.

Please be sure to note and retain your Student ID Number and log-in information as you will need to refer to it when registering for courses.



* BOMI International Classroom courses are also offered throughout the US through a partnership with Building Owners and Managers Association (BOMA) Locals. Please visit your Local BOMA's website to view their course schedule.

Since you may take your Real Property Administrator (RPA) Designation courses in any order, consider taking courses that apply to a BOMI International certificate program first. Earning a certificate in a key subject area will help you gain recognition and conquer vital milestones while you work toward your RPA Designation.

Once you have earned your RPA Designation, take advantage of more opportunities to further increase your knowledge and value, and to earn CPD credit.



EARN A CERTIFICATE

RPA Designation courses may be applied to the following certificate programs.

Property Administrator Certificate (PAC)
A subset of skills required for property managers. Learn to apply accounting and financial best practices that maximize the productivity and overall value of a portfolio.
<ul style="list-style-type: none"> • Complete 3 Required Courses: <ul style="list-style-type: none"> Budgeting and Accounting The Design, Operation, and Maintenance of Building Systems, Part I The Design, Operation, and Maintenance of Building Systems, Part II
ALL PAC COURSES ARE REQUIRED FOR THE RPA

Property Management Financial Proficiency Certificate (PMFP)
A subset of skills required for property and asset managers. Learn to make confident investment decisions that enhance portfolios and company profitability.
<ul style="list-style-type: none"> • Complete 3 Required Courses: <ul style="list-style-type: none"> Asset Management (elective option for RPA) Budgeting and Accounting Real Estate Investment and Finance
2 PMFP COURSES ARE REQUIRED FOR THE RPA

EARN A SECOND DESIGNATION

Combining the RPA Designation with the High-Performance (HP) Program provides the education needed to operate/maintain high-performance sustainable buildings.

High-Performance (HP) Sustainable Buildings (BOMI-HP)
Education for property managers responsible for the operation/maintenance of high-performance sustainable facilities.
<ul style="list-style-type: none"> • Complete 3 Courses: <ul style="list-style-type: none"> High-Performance Sustainable Building Investments High-Performance Sustainable Building Practices High-Performance Sustainable Building Principles



The High-Performance Sustainable Buildings program is a three-course program designed by industry experts to further enhance the skills of those who are responsible for implementing sustainable initiatives. The BOMI-HP Designation is **A SYMBOL OF HIGH-PERFORMANCE SUSTAINABLE FACILITIES MANAGEMENT™**.

The RPA and FMA Designation Programs share four required courses. The scenarios below detail how you can easily earn your FMA Designation after your RPA by only completing a few more courses.

Facilities Management Administrator (FMA)
<ul style="list-style-type: none"> • Meet Experience Requirement • Complete 2 Additional Required Courses: <ul style="list-style-type: none"> Facilities Planning and Management Fundamentals of Facilities Management • Choose/Complete 2 Elective Courses: <ul style="list-style-type: none"> Asset Management (elective option for RPA) Managing the Organization (elective option for RPA) Real Estate Investment and Finance (required for RPA)

SCENARIO 1:

If you take *Asset Management* or *Managing the Organization* as your RPA elective course, you will only need to complete two more required courses to earn your FMA Designation.

SCENARIO 2:

If you take an RPA elective that doesn't apply to the FMA Designation, you will need to complete two more required courses and two electives to earn your FMA Designation.

Please review the important information to the right.

For additional details, please visit www.bomi.org.



FREQUENTLY ASKED QUESTIONS (FAQs)

Below are the most commonly asked questions about the RPA Designation Program.

How long will it take to earn my RPA?

The duration of the RPA program depends on how often you take a course, as well as the course delivery options you choose. The program can be completed in two years based on completing one course per quarter. Learners are required to complete their designations within seven years.

How long will it take to complete a course?

The duration of a single course depends upon the course delivery option you choose. Please see the *What to Expect* section of this packet for course delivery options.

Important:

Upon registration, you are provided a six-month eligibility period to take the course exam. Those who require an additional eligibility period will incur an Exam Administration Fee. In addition, students who have not completed the exam within one year from the original eligibility start date will incur an additional Exam Administration Fee and are required to purchase updated course materials if applicable.

Which course should I take first?

There is no set order in which to take courses. We suggest that you choose a course that complements your immediate responsibilities. It is also recommended that you consider taking the courses that apply toward a certificate program or additional designation as noted in the *Additional Education Opportunities* section of this packet.

POLICIES AND FEES

BOMI International's Policies and Fees are subject to change without notice.

Processing

Orders will be processed within approximately two business days; shipping, including overnight, takes place once orders are processed. Only orders with payment can be processed. There will be a processing fee for all returned checks.

Refunds

We guarantee course materials for up to 30 days. If you are not satisfied, return materials along with a coursebook return form within 30 days of receipt for a full refund. If you wish to return materials for an Accelerated Review or Instructor-Led Online course, you must return the materials 30 days before the class start date to receive a full refund. For a coursebook return form, call 1.800.235.2664 (BOMI).

Mail returned materials to:

ViaTech
5668 61st Street
Commerce, CA 90040

Promotions/Coupon Codes *

BOMI International offers course promotions and Coupon Codes throughout the year. These promotions and Coupon Codes typically cannot be combined with any other offer. Additional details are provided at the time of the promotion announcement.

Study Method Transfer

An Exam Administration Fee will be charged to transfer between study methods.

* BOMA Locals that sponsor BOMI International courses set their own prices. If you register for a BOMA Local course, prices and promotional offers may vary.

BOMI International course exams are administered online through the BOMI Learning Portal.

Online testing provides a convenient, accessible way for learners to take their exams. These exams can be taken anytime, anywhere.

RPA® learners will now be able to complete their course exams entirely online if they so choose. The Capstone Exam will be taken at a Pearson VUE testing center.



Students may visit www.pearsonvue.com/bomi/, or contact a Pearson VUE agent at 866.998.2664 to schedule their Capstone Experience Exam.

COURSE EXAMS

BOMI International course exams include 100 multiple-choice questions, which are administered online through BOMI's learning portal and may be taken at the location of your choosing.

The exam session is 90 minutes. Students must score 70% or higher in order to successfully pass an exam.

The *Ethics Is Good Business® ShortCourse™* exam includes 30 multiple-choice questions. Instructions for this specific exam will be provided at the time of course registration.

COURSE EXAM FEES

A Course Exam Fee is included in your course Registration Fee. Once your Registration Fee is received, you will receive an email from BOMI International notifying you of your eligibility period.

COURSE EXAM ELIGIBILITY PERIOD

There is a six-month eligibility period to take an exam; this begins on the date of registration for Online Self-Paced courses and the first day of class for Collaborative Virtual Learning and Classroom courses.

If you do not test during this time, you must pay an Exam Administration Fee to begin a new six-month eligibility period.

COURSE EXAM RESULTS

You will receive an official score after you complete an exam.

THE CAPSTONE EXAM

Maintaining program integrity and credibility is the highest priority for BOMI International. Under the Capstone Experience program, once all RPA course requirements are complete, learners will take a culminating RPA Capstone Exam.

The RPA Capstone Exam includes:

- Two-hour, 125-question multiple choice exam (100 of which are scored, 25 of which are not scored)
- Proctored exam to be taken at Pearson VUE
- Questions are application-based, using scenarios that rely on the learners' three years of experience in commercial property management
- Optional Online Self-Paced Capstone Exam prep courses are available for the RPA

MATERIALS NEEDED FOR CAPSTONE EXAMS

Students must bring two forms of identification, including one form of government-issued photo identification.

It is extremely important to ensure the name you provide at registration matches your photo identification card EXACTLY; otherwise, you will not be allowed to take your exam.

Please note, you will be required to leave personal belongings in a secure location during your exam appointment.

PRIOR TO ALL EXAMS

Prior to taking your course or Capstone Experience exam, please read BOMI International's [Non-Disclosure Agreement](#) and the [Code of Professional Ethics and Conduct](#). You will be required to sign each at the beginning of your exam. BOMI highly recommends reading both prior to taking your exams.

Preamble: BOMI International, its students and designees are committed to promoting the highest level of professionalism, integrity, and ability available in the commercial property and asset management industry. This code of professional ethics and conduct is designed to foster trust and mutual respect among those working in the industry as well as the public at large. It is not intended to discourage fair and healthy competition within the industry, but to increase the esteem of the designations and the individuals who earn them. We consider industry relationships critical to the industry's success.



Minimum standards of conduct in these areas are contained herein:

I. Professionalism Each student and designee of BOMI International shall conduct business in a manner displaying the highest degree of professional behavior, bringing credit to the profession, the industry, and BOMI International. Students and designees shall speak truthfully and act in accordance with accepted principles of honesty and integrity. They shall endeavor to understand and fairly represent his or her own scope of knowledge and ability to perform services.

II. Responsibility to Clients Each student and designee shall diligently and honestly pursue the client's legitimate objectives. Whenever possible, objectives should be put in writing to avoid misunderstanding. No student or designee shall place his or her own needs and desires above those of the client in the performance of work for that client. Each student and designee shall advise the client regularly or as agreed on matters concerning the creation of value. National, State and Provincial, and Local (Municipal) laws as well as regulations, codes, and ordinances shall be strictly adhered to in the operation of property or equipment.

III. Responsibility to Employers Each student and designee shall behave in a manner consistent with the stated goals of his or her firm and/or employer. No student or designee shall act out of a motive of personal gain apart from the knowledge and consent of the employer and/or firm.

IV. Responsibilities to Real Property and Equipment Each student and designee shall be diligent in the operation of property to maximize its long-term value within the client's objectives. Students and designees shall not permit or cause damage to the property or properties under their control. In the operation of the property, students and designees shall take those actions reasonably necessary to maximize the security and life safety of the occupants consistent with accepted standards of the industry.

V. Conflict of Interest Each student and designee shall fully disclose to the client any known conflict of interest between (a) the client; client's employees; suppliers; and other related parties, and (b) the owner; manager; or their employees arising prior to the engagement of management services. Each student and designee shall use every reasonable means to resolve such conflicts. No student or designee shall permit a conflict of interest to remain undisclosed, nor shall he or she create any appearance of impropriety.

VI. Confidentiality Each student and designee shall maintain as confidential any legitimate business information provided in confidence until and unless given permission to disclose it by the source, or for the length of time that confidentiality is legally required.

VII. Fair Dealing Each student and designee shall endeavor to deal fairly with his or her clients, tenants, competitors, vendors, employer, and employees. No student or designee shall take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair dealing practice.

VIII. Records Management Each student and designee shall maintain complete and accurate records compiled in accordance with generally accepted procedures and provide them to the client or employer with comment on a regular basis. In addition, each student and designee shall control the funds and property entrusted to them in such a way as to protect the client and client's assets from any reasonably foreseeable losses.

IX. Continuing Education Each designee shall endeavor to remain knowledgeable in the subject material of his or her designation by taking courses and seminars offered by BOMI International and others, reading industry periodicals, and consulting and sharing information within the industry network in the designee's area.

X. Compliance with Laws Each student and designee shall comply with all National, State and Provincial, and Local (Municipal) laws and regulations, as well as any human rights statutes concerning the properties managed, apprising property owners as appropriate.